



Service Provider Tool
June 25, 2012

- What can be done to receive notice of CFTMs promptly?
 - Set up generic e-mail address for CFTM participation (Service Provider can send someone if staff has not been assigned to a case yet)
 - Contact the FCM to request CFTM date immediately after receiving the referral
- What can be done if the Service Provider cannot attend or send someone to the CFTM?
 - Utilize technology
 - Attend via conference call
 - Attend via Skype
 - Be transparent with the team
 - Let them know that you have a conflict and suggest that your portion can be discussed first or last
 - Provide structure to staffing so that someone is the “on call” person to attend CFTM especially in the Assessment Phase
- How can Service Providers build a trust based relationship with DCS, FCMs and the Team?
 - Provided Constructive Feedback to the FCM regarding the CFTM and how it is going for you
 - Be prompt for CFTMs
 - Attempt to get staff to the first initial CFTM
 - Communicate with other Service Providers assigned to the case
 - Request a Practice Model Presentation from the Local Office Director (LOD)
- How can Service Providers further assist with CFTMs?
 - Be flexible and continue to think outside the box
 - Be creative with services and brainstorm how services may be tweaked to fit the family’s needs
 - Share brainstorming suggestions with other staff so that every family can benefit
 - Bring enthusiasm to the CFTMs to help empower families and the facilitator